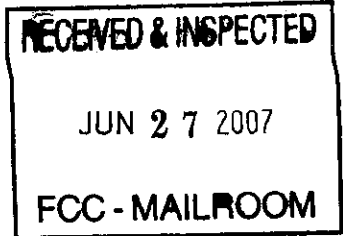




Illinois Telecommunications Access Corporation
3001 Montvale Drive • Suite D • Springfield, Illinois 62704
V/TTY 800-841-6167 • V/TTY 217-698-4170
FAX: 217-698-0942



DOCKET FILE COPY ORIGINAL

June 26, 2007

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm. TW-B204
Washington, DC 20554

Overnight Mail: DHL

**RE: CG Docket 03-0123
Public Notice DA 07-2762
Released: June 22, 2007**

Dear Ms. Dortch:

As directed in the above-mentioned Docket, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2006 through May 31, 2007, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

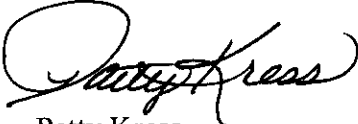
A CD (formatted in IBM compatible format) of the Annual Complaint Log is also enclosed.

In addition, staff of the Illinois Commerce Commission, regulatory agency of the State of Illinois for the ITAC TRS Program, reported that no TRS or CapTel complaints elevated to that agency from June 1, 2006 through May 31, 2007.

No. of Copies rec'd 0 + 4
List ABCDE

Please contact me if you require any additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "Patty Kress".

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)
Christy Pound, Illinois Commerce Commission, ITAC/ITAP Liaison (without disk)
Arlene Alexander, Federal Communications Commission (via electronic e-mail w/out disk)

Enclosures: Attachment #1: Four Copies of Annual Illinois TRS Complaint Log and CapTel
Complaint Log
1 – CD of Annual TRS Complaint Log for Illinois



Sprint Nextel
2055 W. Iles Avenue, Suite D
Springfield, IL 62704
(217) 698.4031 Voice
(877) 698.5520 TTY
(217) 698.3853 Fax

C. Emma Danielson
Program Manager
Email: emma.danielson@sprint.com

June 14, 2007

Ms. Trudy Snell, Executive Director
Illinois Telecommunications Access Corporation
3001 Montvale Drive, Suite D
Springfield, IL 62704

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for
Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Snell,

Sprint has provided you the following information to support your filing with the FCC for the State of
Illinois:

- An annual Complaint Log which includes complaints received between June 1, 2006 and May 31, 2007 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM compatible format using Word 97 or compatible software) on or before Monday, July 2, 2007. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

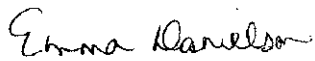
Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 2, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,



C. Emma Danielson
Program Manager
Illinois Relay

Attachments:
1) Log Sheets
2) CD

RECEIVED & INSPE

JUN 27 20

FCC - MAIL ROOM

Complaint Tracking for IL (06/01/2006-05/31/2007). Total Customer Contacts: 125

Nature of Complaint	Date of Resolution	Explanation of Resolution
Customer stated that people could not hear her when she uses IL relay service, that her voice fades in and out on her out going calls.	Resolution is pending and will be completed within the required 180 days	Apologized for the problem and assured that the complaint was as stated. No call back requested. Trouble ticket was created. Issue and it is being researched.
CA did not wait for "GA" when given dialing number. Customer wanted to give specific instructions and call was placed without being given instructions.	05/25/07	Team leader spoke to agent about waiting for the caller's Go A
TTY customer stated operator typed, "recording playing" and did not type out the recording and then hung up.	05/16/07	Supervisor met with agent who stated she consistently follows procedures and was able to demonstrate those procedures. Made unsuccessful attempts to contact customer via e-mail to get feedback for a clear understanding of what happened. Closing ticket due to reach customer.
At approximately 9:30 Eastern, voice customer tried to reach deaf cousin. Agent dialed number and voice mail was reached. Agent waited until the voice mail completely played out and went back to the customer to let her know it was voice mail. Customer had agent redial. Same thing happened. Customer did not like this and stated it wasted her time because the agent should have let her know right away it was the voice mail. Customer stated she had previously tried to tell a different supervisor (didn't get name or ID) and the supervisor hung up on her.	05/12/07	Apologized to the customer, told her we appreciated her business and forward this to the appropriate center. Wants a follow up call. Agent followed correct procedures by listening to the recording and making sure weren't at the end of the message due to the voice customer stating "my deaf cousin." Made three unsuccessful attempts to inform the agent followed correct procedures; repeatedly received message subscriber you are trying to reach is not accepting incoming calls due to inability to reach customer.
Customer stated that CA typed out answering machine message and sent several macros when he had customer notes to the effect of "do not use macros other than ring macro" and "do not type msg/recording at anytime unless asked." Customer then stated CA "talked back" saying the call was being processed according to how he was trained and to the best of his abilities."	05/01/07	Apologized to customer and assured customer that CA would be regarding these concerns. Met with CA and coached on important customer notes.
Captions - dropped characters/garbled text	04/30/07	Customer shared feedback regarding dropped characters in the for incidence and thanked customer for the feedback and suggested document the date, time and CA number for more specific follow-up. Also was advised to try a different phone jack or phone cord to connection.
On 4-18-2007 at approx. 9:10 AM, voice customer made a call to a TTY user and during the call, she could not understand what the operator said, so she asked her to repeat. The operator would not repeat the TTY text to the voice customer. The customer also stated that the operator was rude and in a "snotty" tone told the customer she would have to type everything back to the TTY user and could not be involved in the conversation. Customer said other operators have repeated in the past and doesn't know why this one wouldn't.	04/27/07	Supervisor apologized and told the customer this CA would be protocol for repeating procedures and her rudeness. No follow

Disconnect/Reconnect during calls	04/27/07	Sent customer information explaining the difference between a traditional phone and a traditional phone. Explained to customer why disconnection might occur and sent e-mail with tips to reduce occurrence.
Customer said that Agent hung up on her after she had given the calling to number. The caller would like a follow up call; specifically, she wants agent to apologize personally.	04/18/07	Supervisor met with agent who stated she asked customer if she would place another call and got no response. Agent stated she would hang up on a customer. Agent demonstrated knowledge of consequences of disconnecting a customer. Agent was coached on proper disconnection and now understands. Made three unsuccessful attempts to reach customer. There was no answering machine to leave a message. Closing ticket due to inability to reach customer.
TTY customer was upset when the CA sent "One moment please" after she dialed out a number. He said he didn't like the "One moment macro" and he didn't know why she was sending it. He said this practice needs to be changed to include "why" the operator is saying "One moment please."	04/15/07	Explained to customer that operator followed correct procedure and reached a "fast busy" and sent the "One moment please" to him the outdial would be delayed while she tried the call again. Customer his suggestion to include the "why" with "one moment please" the customer could be better informed would be documented.
Captions - dropped characters/garbled text	04/13/07	Explained how the CapTel works and how the quality of the phone network affects the quality of the captions. Explained how to contact company to have them check the quality of the line.
Customer says she cannot get through to her son's local phone number when using IL relay service. She has had problems with this before. Her caller ID is not sending so as to get through her son's privacy manager.	04/10/07	Apologized for the problem and assured that the complaint would be stated. Call back requested. Trouble Ticket was created. Updated to show Comcast as her carrier of choice.
The customer reported that the relay operator hung up on the customer at the onset of the call. The customer reached relay and this operator did not respond to the customer and the customer's questions, and then hung up apparently before the call was out-dialed.	03/30/07	Apologized and explained the information would be reported to the appropriate center. Customer did not request call back.
The customer reported that the relay operator hung up on the customer at the onset of the call. The customer reached relay and this operator did not respond to the customer's questions, and then apparently hung up apparently before the call was out-dialed. Apologized and explained the info will be reported to the appropriate center.	03/30/07	Apologized and explained the information would be reported to the appropriate center. Supervisor met with agent who stated she recalled several times came in on wrong line and unable to connect. Supervisor coached importance of submitting a Trouble Ticket if a problem occurs. No follow up requested.
Accuracy of captions	03/28/07	Apologized for incidence and thanked customer for the feedback. Explained that information would be shared with appropriate captioning center for follow up. Suggested customer document the date, time and more specific follow up.

Dialing Issue - Unable to dial regional 800 number	03/28/07	Technical Support made change allowing customer to reach a number.
Customer states that this operator had terrible voice inflection and sounded like a robot. He also said that the operator did not handle the call well and it made for a very impersonal, unnatural call. Apologized for the problem and assured that a complaint would be sent in as stated so that the problem would not be repeated. No call back requested.	03/27/07	Apologized for the problem and assured that a complaint would be stated so that the problem would not be repeated. No call back requested. Discussed with operator.
Agent didn't follow instructions (not to type Ans Mach) and hung up on caller when the caller was talking to him to clarify instructions. Caller wants apology from agent..	03/26/07	CA was terminated before supervisor could meet with the CA. Customer and left message.
Wife is TTY user. Voice users call in on voice 800 number, wife picks up and says I am a TTY user, then puts phone on cradle for TTY, then the call does not go thru. Caller said TTY is near the stove and this may be part of the problem, also says problem is not consistent, but did happen 3 times this evening. Caller acknowledged problem could be from many factors. Caller wants follow up call.	03/26/07	Created Trouble Ticket; customer stated that they figured out the number their hearing friends were calling and that was why they were not connecting with his wife. All is set. He thanked me for following up.
Customer was talking with his/her aunt when all of a sudden there was no response. The operator never informed the caller if the party hung up or what happened. Customer feels as if the operator just hung up on and disconnected.	03/24/07	Told the customer the issue would be forwarded to the agent's supervisor to find out what happened and why the agent didn't keep the customer on the line. Customer did not request a follow up call.
VCO customer was very upset that CA did not follow her instructions. She asked him to indicate if an answering machine came on; he was to give her the "go ahead" and she would leave a message the first time as this was a good friend of hers who was very ill and she didn't want to bother her. After the CA gave her the "go ahead," her friend picked up and answered the phone while she was leaving the message. She felt the CA did not properly inform her her friend was on the line and from that point could not process the call at all. She was not receiving any text on her screen while her friend was talking, which the CA should have typed.	03/21/07	Met with CA, who said that after the answering machine played, she was leaving the message, the voice person picked up the phone and was listening to the VCO's questions. Reminded CA that they can't use words in parentheses about the progress of the call (action) and the rest of the call (the voice person's message), even if the voice person is answering the VCO's questions, would still be typed to the caller.
Dialing Issue - Unable to dial regional 800 number	03/21/07	Technical Support made adjustment so CapTel user could successfully captioned call to regional 800 number.

Captions lag too far behind voice	03/16/07	Apologized for incidence and thanked customer for the feedback. They told them that information would be shared with appropriate captioning for follow up. Suggested customer document the date, time and agent for more specific follow up.
Agent would not dial number given.	03/09/07	Thanked caller, and reassured the CA would be followed up with with agent, who did not recall the call. Coached on proper procedure.
Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
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VCO customer said the operator did not follow her instructions. She told the operator if she reached an answering machine, not to type out the recording - she just wanted to leave a message. She said the operator typed (ans machine reached), released the line and then told her she would redial so that she could leave a message. Customer said this isn't what she wanted and the operator was wasting her time.	03/03/07	Apologized. CA thought she was following instructions; explained instructions from a VCO the intent is to leave a message the first time dialed out. Coached on correct procedure.
L VCO customer was very upset and said, " This agent was disgusting and did not know what she was doing. I am furious and she needs more training. She said that the phone was ringing..1...2..3.. and then typed (F) HELLO GA and then continued to ring...4...5...6..7.. I said hello to my sister and never got a response back. I asked if the operator was still there and got no response. I had to call back to a different agent and when I finally spoke to my sister she said that the agent did announce the call was from her sister but then my sister heard a click and nothing. I am furious!"	03/02/07	Apologized to the customer and assured her that I would pass the information onto the appropriate center. This agent was still in training and needed additional training and successfully completed the training required.
Operator was unable to process the call effectively.	02/28/07	Apologized to customer. As of 10/6/06, agent is no longer employed by company.
Accuracy of captions	02/21/07	Apologized for incidence and thanked customer for the feedback. They told them that information would be shared with appropriate captioning for follow up. Suggested customer document the date, time and agent for more specific follow up.

IL VCO customer called to complain that she tried to call the IL VCO number and 711 but both lines were busy. "Thank God it wasn't an emergency," she said. "And don't try to blame it on the weather."	02/16/07	Called the VCO line and got through within five seconds. Spoke to the customer and she said there had been no complaints about IL Relay being busy. Follow-up requested. Spoke with customer and suggested that she try calling TTY when experiencing garbling or do not connect with relay. Agent will follow up with her.
Disconnect/Reconnect during calls	02/09/07	Explained to customer the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and gave tips to reduce occurrence.
Customer gave phone number and agent did not respond and hung up	02/06/07	CA has been terminated due to other circumstances.
Customer gave phone number and agent did not respond and hung up	02/06/07	Team leader met with this agent and coached on disconnecting and remembering call.
TTY customer states they gave number to call but CA didn't say, "please hold," and left screen blank. Customer didn't know if relay was still there.	01/26/07	Team leader met with this agent. The agent believes that it took time for the phone to start ringing and that's why there was nothing going on on the user's screen. Sometimes it takes much longer for the call to start than others and it is felt that this was the case. Non-agent error.
Agent was rude and didn't read numbers and letters back when asked. Outbound voice filed complaint.	01/26/07	Thanked customer for feedback and team leader coached agent on proper procedure.
VCO calling to TTY user. TTY user could not get properly connected to receive VCO. Tried typing hello 4 times but no response. Thanked customer for feedback. Forwarded to correct center for followup.	01/26/07	Spoke to the CA who was able to correctly demonstrate the sequence for a TTY call. The CA did not remember any details regarding this incident.
Disconnect/Reconnect during calls	01/22/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
TTY customer states that they gave number to dial but the CA didn't tell me to "please hold," and just left screen blank. Didn't know if relay was still there.	01/22/07	On 1/22/07, a supervisor witnessed similar activity on this agent's part during the agent's termination that day. This agent had a history of similar service complaints.
Agent refused to provide the customer with their agent ID # and customer was concerned that agent kept typing what they were saying. Apologized, customer has been contacted and advised that agent is to type what is heard. No further follow-up requested.	01/19/07	Team Leader met with this agent and coached the agent on the importance of always giving the agent ID if requested.

Service - General	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07. Increased queue times. The problem was completely resolved by CapTel Technical Support.
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Service - General	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07. Increased queue times. The problem was completely resolved by CapTel Technical Support.
Customer dialed into relay and gave phone number. Received no response from agent and was disconnected. Apologized for situation.	01/08/07	Agent was spoken to by Team Leader about improper disconnect. Agent remembered call and did not disconnect on purpose. No response so went through the disconnect procedure.
Disconnect/Reconnect during calls	01/05/07	Sent customer information explaining the difference between traditional phone. Explained to customer why disconnection/reconnection occur and sent e-mail with tips to reduce occurrence. Suggested the CapTel on another jack in the home.
L VCO user complains there is no way to interrupt lengthy sales pitch voice callers and suggests relay establish a procedure to enable this. Apologized, suggested she may want to check with the equipment manufacturer if her machine can do this. Explained garbling may occur. Customer agreed to contact from account manager if they wish.	01/04/07	Sent an e-mail to customer letting her know about the interruption and encouraged her to contact ITAC to try out the CapTel phone. Suggested her to interrupt the hearing party at anytime.
L TTY user's number is not transmitting through to his sons caller ID. Customer said his number is transmitting when the call goes through a different relay center. Customer Service apologized to the customer. Created trouble ticket. Customer does not need follow up.	01/03/07	Made test calls and found that the CID was not always transmitted to the servers so that the customer's number will be sent on all calls.
Caller cannot make LD calls outside of Illinois. Apologized for problem and opened trouble ticket. Follow-up required for problem resolution.	01/02/07	Left a message on her answering machine on 4/13 at 11:10 AM and 4/23 at 4:10 PM. Customer has not called back. Case closed.
Customer cannot access her frequently dialed list. Has talked to customer service and they can see her frequent dialed list, but relay cannot. She asked to have it investigated asap and then asked to be transferred back to customer service for additional help.	01/01/07	Transferred to customer service for additional help. Non-agent error.
Customer was upset at CA for not following notes. Customer was informed that it was not the CA's fault because there are no notes posted to the customer account. The caller decided to call another center to check to see if they could see his notes. If not he will call customer service for help.	01/01/07	Non-agent error.

Caller stated they had problems connecting with relay for about a week and was wondering if it was because of heavy holiday traffic.	01/01/07	Team Leader informed caller that if s/he hadn't been able to connect perhaps it's an equipment problem. Referred to customer service.
Agent never put call through and hung up on caller. Would like to know why agent hung on her. Customer would like a follow up call at 773-221-2584.	01/01/07	Agent was spoken to by Team Leader on disconnect procedure. Agent can't remember the call but was having problems with calls coming in and disconnecting right away. Team Leader called customer and explained possibility of technical issues.
Voice customer reported agent was rude ;number dialed rang 10 times and agent told customer there was no answer. Customer requested agent let number continue to ring. Agent said "whatever, yeah" and had an attitude when number continued to ring. Customer could not hear it ring as usual, and agent came back on line and advised there was no answer. A supervisor was requested who was not helpful and customer did not believe the supervisor would take any steps to resolve issue.	09/25/06	Apologized and advised complaint would be forwarded to manager. Follow up requested. Supervisor stated voice customer was up and could hear the phone ringing after the agent told her "phone is still ringing." Customer asked for a supervisor. Supervisor told customer once the agent came over she wouldn't be able to hear the phone ringing and agent followed procedures by stating "phone is still ringing," and supervisor then did a redial. Customer asked for another supervisor. Supervisor stated only one on duty at that time, so customer wanted to be transferred to another service and supervisor honored that request. Agent followed customer.
Customer received recording "We're sorry your call cannot be completed as dialed, please check the number and try your call again." Customer spoke with CS who provided advice that did not resolve the issue.	09/21/06	Apologized, assured customer a report with details would be filed. Alternate follow up resource would be sought out; contact requested. Called the customer on 1/10, 1/11 and 1/12, person answered and said it was the company and that it was a wrong number.
VCO customer unable to dial a specific number.	09/25/06	Apologized. Follow-up requested. Called the customer today and she said she did not have any complaints and that all was working fine. Agent asked for calling to follow up on this.
Caller said agent had bad attitude. Would not process information.	09/29/06	Agent said the caller was very hard to understand and she did not do anything wrong. Apologized to the customer
Disconnect/Reconnect during calls	10/02/06	Sent customer information explaining the difference between a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
Dialing Issue - Unable to dial regional 800 number	10/10/06	Technical Support made adjustment so CapTel user could successfully captioned call to regional 800 number.
Disconnect/Reconnect during calls	10/11/06	Sent customer information explaining the difference between a traditional phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
Customer complained that CA hung up on customer when customer asked CA to hold on. The call took place at approximately 10:55 Eastern on Thursday evening.	10/14/06	Agent ID not assigned to anybody.

Customer placed a call to a major bank's TTY number. Instructed operator not to press any buttons and go directly to TTY tones. The operator pressed buttons for English then when customer spoke with a supervisor, an ID number was not given. Apologized for the situation and kept redirecting the customer to finish explaining the complaints. While on voice, an IP relay operator was brought on the line as well as requesting to switch to TTY, VCO and HCO. When attempting to get the second complaint on the supervisor, the customer hung up when requested to contact customer service directly without an relay operator.	10/20/06	Follow up Requested. Coached CA to always follow customer. Followed up with the customer and mentioned that the CA had been coached and coached. Also addressed the issue of switching agents per request and explained to the customer, per company's policy, not to switch agents.
Echo Sounds - CapTel user hears	10/16/06	Advised customer to make use of Volume and Tone settings to improve quality on CapTel phone. Also advised customer how to properly use the phone for echo reduction and of possibility of using an assistive listening device in conjunction with CapTel phone.
Accuracy of captions	10/19/06	Customer shared feedback regarding a specific captioned call. Thanked customer for the feedback and noted a technical difficulty on system was identified and corrected. Apologized for incidence.
Captions - dropped characters/garbled text	10/24/06	Advised customer to contact telephone company to check and improve phone line quality or to try a different phone jack.
Disconnect/Reconnect during calls	10/25/06	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection might occur and sent a letter with tips to reduce occurrence.
Dialing Issue - Unable to dial regional 800 number	10/27/06	Technical Support made adjustment so CapTel user could successfully captioned call to regional 800 number.
Dialing Issue - Unable to dial regional 800 number	10/30/06	Technical Support made adjustment so CapTel user could successfully captioned call to regional 800 number.
MI Caller using IL Relay complained agent did not relay correctly which was confusing and upsetting.	12/22/06	Apologized, and said supervisor would be notified; customer was satisfied with CA, and coached the CA on appropriate procedures. Call was received no answer.
MI TTY user called in to complain that the CA did not give complete message to caller. The party kept saying repeat repeat about three times. Customer believes the CA was not giving their party all of the message.	10/30/06	Apologized to the customer, and explained that the CA reads messages as typed. Customer would like follow up from the supervisor. Agent reviewed TTY caller's statements and gave assurance that complete message was being relayed utilizing conversational English. The clarification requests from customer were directed to the TTY and were related to the purpose of the call. The supervisor reviewing the report is confident the agent relayed the complete message. Contacted and assured customer the agent had followed up by relaying the complete message in a conversational style. Customer was convinced that she had received good service and felt she ended the call because of the agent and not the questions from the outbound call.

<p>Caller claimed operator was rude and wants operator off her system. Caller stated she called relay put a call through to ATT caller needed info on DSL. Words relayed to caller from ATT rep were, "DSL is not available in your area." When caller asked for more information, she kept getting same statement and stated operator was not doing her job, repeating repeating "DSL is not available in your area." Caller was upset.</p>	11/04/06	<p>Caller was upset after clarification of events. Explained that DSL or cable company will supply info on dsl DSL it is in her area. Caller to deal with this operator anymore nor a return call on this matter.</p> <p>Supervisor met with agent who stated she was typing exactly what representative was saying. No agent error. No follow up requested.</p>
<p>LD voice customer called to complain that agent did not follow instructions when placing a call at 8:01 PM today and that caller had to place the call three times to get the call through. Apologized for the inconvenience. Customer did not request follow up.</p>	11/07/06	<p>Agent was coached by Team Leader about following customer instructions. If any questions, to ask for help.</p>
<p>Customer complained that CA did not follow instructions to hold for a live person when she specifically requested "billing department."</p>	11/07/06	<p>Thanked the caller for letting us know and told her the report was filed with the supervisor. No follow up requested.</p>
<p>Voice caller calling on behalf of TTY user from business who is unable to dial LD with carrier of choice that has been entered in CDB. Customer was assured by supervisor and RCS that problem resolved but problems are happening again.</p>	01/02/07	<p>Apologized for problem; all information is correct in database. Ticket created; customer wants follow up ASAP. Explained to customer it was a one-time honest mistake on the part of the agent. Made 10 test calls other and had no problems. Customer was satisfied with this explanation.</p>
<p>LD TTY customer stated the operators said they could not dial Earthlink. There were several operators that this customer complained about. Customer said s/he gave the operator a number like 1 800 earthlink and the operator said the number had to be all numbers or was too long. Customer said the operator needs to be educated on how to change this phone number into numbers, and if the letters are more than 10, the operator should know how to put that in to the computer.</p>	11/17/06	<p>Customer Service apologized to the customer, who wants the agent to explain on how to do these types of phone calls. Supervisor met with agent and the agent on how to properly change 1 800 earthlink into a regular number. Agent understood. No follow up requested.</p>
<p>LD TTY customer stated the operators said they could not dial Earthlink. There were several operators that this customer complained about. Customer said s/he gave the operator a number like 1 800 earthlink and the operator said the number had to be all numbers or was too long. Customer said the operator needs to be educated on how to change this phone number into numbers, and if the letters are more than 10, the operator should know how to put that in to the computer.</p>	11/17/06	<p>Customer Service apologized to the customer, who wants the agent to explain on how to do these types of phone calls. Supervisor met with agent and the agent on how to properly change 1 800 earthlink into a regular number. Agent understood. No follow up requested.</p>
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IL VCO customer called to say agent did not follow her database notes which said "Do not type ans mach msg; caller will leave message at GA." The agent typed all of the recording, then typed "Ans Mach Hung Up." The customer asked if he had read her database notes, and he disconnected.	11/20/06	Apologized for inconvenience. No follow-up requested. Supervisor agent and coached the agent on the importance of following a database before processing the call. Agent understood.
Voice customer was very upset with operator. She had requested the calling customer's name again from the operator and the operator rudely said, "we don't get involved in customer conversations." She asked for a relay supervisor and waited over two minutes with no response so she called back in to relay.	11/27/06	Apologized and told her would follow up immediately with the Customer requested a call back. CA was coached. Reviewed protocol to make sure operator was fully aware that he is able to get information during relay. Coached CA on friendly helpful tone with customers. Called customer back to let her know follow up had been made.
Disconnect/Reconnect during calls	12/04/06	Sent customer information explaining the difference between a relay and a traditional phone. Explained to customer why disconnects might occur and sent e-mail with tips to reduce occurrence.
IL S2S customer cannot get through to IL S2S number, 877-526-6690. He attempted his call at 3:30 PM CST and reached a voice relay operator. The voice operator transferred him to customer service. Customer service placed two test calls from the desk phone to the S2S number and reached silence at first then a fast busy signal.	12/05/06	Apologized to the caller and told him the test calls were made while on hold, and that a Trouble Ticket would be sent to tech. Thanks to us know. No follow up requested. Got a S2S agent every time (877-526-6690) was called. If they are full at S2S then the calls might go to regular voice line.
Caller reported that her call to check food stamp balance was typed incorrectly. Food stamp balance was typed, "130.45". She redialed using a different relay operator and the amount given was typed, "140.45", so she had the operator redial to verify the amount and it was \$140.45. The tapes of the relay calls were faxed to Customer Service dept. and verified.	01/15/07	Thanked the caller for letting us know and told her the report was sent to the call center supervisor. No follow up requested. Team Leader will be sure to type verbatim
Customer called in through Illinois Relay to make a complaint about using Sprint IP. Caller stated that s/he had placed a call through Internet, agent had placed the call and the phone rang, then appeared to reach a dial tone. Caller stated it appeared the CA hung up the call. Caller asked CA to redial, then all text on screen was erased and the caller was disconnected.	12/13/06	Apologized to customer for inconvenience and stated the complaint was forwarded on to supervisor. Supervisor met with agent who had nothing like this happening. Agent stated she usually make no unusual calls. Agent demonstrated knowledge of correct procedure when there are problems with calls. No follow up requested.
IL TTY customers notes not showing to the SD relay operators.	12/26/06	Customer service apologized to the customer and turned in Trouble Ticket. Customer did not need follow up. Rebooted it and now customers notes are showing to agents.
VCO customer stated that her frequently dialed numbers have not been showing for the last couple of days.	12/26/06	Apologized, Trouble Ticket entered. No follow-up requested. No further action.

<p>Voice customer was very upset. He believed that the CA lied about her operator number. By the end of the conversation the supervisor had with him, he was stating operator ID number. Customer said the operator was a completely ignorant African American female. He has been a relay customer for 10-15 years and has never been treated this way. He also stated that agent was rude, couldn't type right, and seemed to not want to be at work that night. Customer wants follow up.</p>	<p>12/28/06</p>	<p>Supervisor met with agent who stated this definitely wasn't her. NEVER rude to any customers. Tried to call customer and ensure of the agent number, further investigation was impossible. answered the phone, put the phone down and called out the number for (which was on the complaint) then came back to the phone and said "you have the wrong number." Asked again there if that customer and she said NO.</p>
<p>While customer was speaking to her brother via relay, customer asked operator to repeat because she did not hear what the operator said and the operator would not repeat. Operator said, "You have to talk to your caller," and redirected her.</p>	<p>12/28/06</p>	<p>This agent ID number is unassigned.</p> <p>While individual operator coaching is not possible, the center will watch for and attend to any concerns similar to that described.</p>
<p>Asked CA to dial 800 number. First time, CA misdialled the number then the customer had her redial 5 times and said CA kept pressing buttons. CA then said, "This is CA XXXXF if no response, CA will disconnect." The whole time customer was saying, "Hello, hello." CA would not respond except for the phrase for disconnecting and hanging up on the customer. Customer was very upset and wants a follow up ASAP.</p>	<p>09/30/06</p>	<p>Apologized to the customer for any inconvenience this may have caused. Informed the customer that this CA will be met with and coached by supervisor. CA explained that when this call came in, the customer used VCO, TTY, and Voice all use this line. The "voice" person using the line not calling out to anyone who was deaf or hard of hearing. When CA explained that she could not place their call this person responded "just too lazy to use the VCO phone" and to "just place the call." CA called out as requested but had difficulty hearing the inbound and felt it was a problem with the line. She did try several times to get back to the customer but could not hear him. She was very frustrated herself as there was no response from the inbound customer.</p>
<p>Caller reported that CA did not follow instructions to get a live person on the line. CA typed that the recording would not allow a live person until the telephone number was entered.</p>	<p>09/11/06</p>	<p>Apologized for the inconvenience and told the caller the report to the call center supervisor. No follow up requested. Team Leader who informed the caller that phone number was needed to complete the call would not give information to agent to complete the call. Review procedures with the agent.</p>
<p>L S2S customer stated they had difficulties hearing the outbound caller's voice when they place calls through S2S relay. Customer called Sorenson VRS then requested VRS to make a three-way call to S2S without announcing that VRS was on the line. Customer then requested S2S to call outbound person on this particular call. Customer stated, however, that the volume issue has occurred when calling directly to S2S without VRS in the past.</p>	<p>09/11/06</p>	<p>Apologized for problem and entered trouble ticket. Follow up requested if necessary. Made test calls and watched the calls handled at the center and no problems with volume occurred at any of the stations.</p>
<p>Agent did not follow customer notes re: recordings and macros. Caller felt agent was rude. Caller will fax call info to IRC headquarters to file a complaint. Did not request feedback from Sioux Falls center.</p>	<p>09/08/06</p>	<p>Agent was coached by Team Leader on the proper procedure for following customer instructions and reading customer notes.</p>
<p>L TTY customer's database not appearing when calls are processed via OH, MN and SC Relay centers; customer spoke with supervisor at OH center who confirmed database not available to agent customer dialing to IL Relay.</p>	<p>09/07/06</p>	<p>Apologized and created Trouble Ticket. Customer requested a follow up. Customer stated that the agents in a few of the centers did not know how to type the message from answering machines. He has this in mind and is working well. He was satisfied.</p>

Transferred in from IL relay service and could not read what the problem was because of the garbled message. RCS response: Apologized for the problem and assured that a trouble ticket would be sent in on the issue. Trouble Ticket was created. Customer would like call back when the problem is fixed.	09/07/06	Spoke with the customer who said it was working fine. She asked the best way to prevent hearing people from hanging up on her when they call them. Gave her some tips. Customer was satisfied.
A 911 operator contacted Customer Service stating that they received a TTY 911 relay call and the call went to the non-emergency number instead of the emergency number.	09/03/06	Apologized for the problem and turned in a trouble ticket. Follow up: If further information is necessary, Customer from 911 center stated that if it's an emergency, it should go to 217-532-6771 (ER 911 nbr), not the emergency number.
IL TTY customer stated agent did not follow their instructions and leave a message on an answering machine. RCS apologized for the problem. No follow up requested.	08/29/06	Apologized for the problem. No follow up requested. Supervisor advised who did not remember this call, but was coached on the impact on the customer informed. Agent understood.
Echo Sounds - CapTel user hears	08/28/06	Discussed tips on how to reduce the occurrence of echo with the customer.
VCO customer reported problem with Caller ID not transmitting thru specific call centers on local calls.	08/24/06	Apologized and created Trouble Ticket; no follow up requested. Checked this station and it was passing Caller ID correctly, the problem that occurred was not at the position level. Placed several test calls from each position and each call passed CID correctly.
IL TTY customer called to complain that his caller ID is showing as "blocked" when he calls other numbers, which stops his calls from going through.	08/20/06	Apologized for inconvenience. A trouble ticket was created. Follow up requested. Customer stated that he worked with a technician and was told that an agent had put a block on his Caller ID. It was removed and he was able to call now. Customer was satisfied.
Disconnect/Reconnect during calls	08/15/06	Sent customer information explaining the difference between a VoIP phone and a traditional phone. Explained to customer why disconnection might occur.
Accuracy of captions	08/14/06	Call Center management addressed concern expressed with customer and management team. Customer asked to report CA number to agent and follow up with specific CA.
Accuracy of captions	08/02/06	Apologized for incidence and thanked customer for the feedback. Advised them that information would be shared with appropriate captioning for follow up.
Captions Lag too far behind voice	08/02/06	Apologized for incidence and thanked customer for the feedback. Advised them that information would be shared with appropriate captioning for follow up.

08/02/06	Captions lag too far behind voice	08/02/06	Explained to customer how CapTel service generates captioning and how to document and report problematic captioning back to our Call Center for quality control.
07/28/06	At about 3:36 AM, voice customer called into relay to dial 800 TTY number. According to the customer, the CA heard the recording and announced that there was not a TTY at that number and then hung up.	07/28/06	Follow-up requested by phone and also an apology letter mailed out. Team Leader met with agent and reviewed proper call procedures with agent, who understood. Team Leader contacted customer and got the customer's father. Explained and apologized for the complaint. Customer's father said that a letter was not necessary.
07/26/06	TTY customer stated agent did not follow instructions. A call was placed to his mom and the agent gave the mom control of the call and did not follow customer's instructions.	07/26/06	Supervisor apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. No follow up requested. Team Leader met with agent to review proper call processing procedures. She is aware that she should try to follow customer instructions whenever possible.
07/17/06	Disconnect/Reconnect during calls	07/17/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
07/13/06	TTY user complains agent did not give accurate information during her call.	07/13/06	Apologized, and said supervisor would follow up with agent; customer wanted contact. This agent ID number is currently unassigned. Attempted to follow up with customer three times unsuccessfully, so ticket is closed.
07/08/06	IL TTY customer complained that agent transferred her to Customer Service without asking to be transferred.	07/08/06	Apologized to the customer. No follow-up requested. Agent was coached on the importance of not making decisions on any calls. Agent understood.
07/03/06	At 6 AM the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer. Apologized to the customer. No follow-up requested.	07/03/06	Apologized to the customer. No follow-up requested. Spoke with agent who said the call was placed and then instantly the red banner appeared and then it seems to be frozen for a couple seconds. Agent then attempted to request the supervisor but then the line got disconnected. Supervisor On Duty was unable to record such event.
07/03/06	At 6 AM, the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer.	07/03/06	Apologized to the customer. No follow-up requested. This was the agent who took the call when the customer asked for a supervisor. The computer screen indicates the time as 6:03 AM. Upon asking the customer when this incident occurred, the customer stated that it occurred at exactly 6 AM and provided three agent IDs (this agent being one of the three). Followed up with agent who stated that she was on a different call at the time.
07/03/06	At 6 AM, the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer.	07/03/06	Apologized to the customer. No follow-up requested. Agent stated that she had several calls where TTY/ASCI was not detected and went through ASCII search twice with no response.

06/29/06	Dialing Issue - Unable to dial regional 800 number	06/29/06	Provided CapTel technical support with equivalent toll number to program in system to allow customer to successfully dial regional toll free number.
06/25/06	TTY claimed agent hung up on caller due to difficulties getting through to the number the caller had provided.	06/25/06	Spoke to operator and reminded her of the penalties of disconnecting on a call. She is an extremely good operator. She stated that she has never disconnected any customer.
06/24/06	CA mistyped caller's message, did not correct mistake. When asked by TTY what caller had said, CA then asked for clarification of message but still did not correct mistake. Then caller questioned CA about what was relayed and the CA hung up on the caller.	06/24/06	Apologized to the customer and reassured the complaint would be looked into. Follow-up requested. Agent was coached by Team Leader on call processing procedure. Also coached on ramifications of disconnecting a call. CA did not remember call but apologized for hanging up if he did.
06/22/06	Disconnect/Reconnect during calls	06/22/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
06/14/06	Disconnect/Reconnect during calls	06/21/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
06/20/06	Agent was unprofessional, not paying attention to what outbound was saying, typing slowly, and sounded tired.	06/20/06	There is no agent with that ID.
06/12/06	At 8:36 AM, customer stated that agent did not keep him/her informed of the gender of the outbound caller and requested a review of his call on the screen.	06/12/06	Explained to the customer that the agent was correct in following proper procedure when the outbound line got disconnected while the agent was announcing relay, thus the agent was unable to type the voice person's greeting so the agent was unable to identify the gender of the voice person. Then attempted to redirect the caller to place a call. No follow up necessary.
06/07/06	Customer stated that he placed a call into Relay III at approximately 12:10 PM and got an agent. The calling to number was provided and the agent did not listen (the customer did not elaborate upon request). He then provided the same number and in return he received a text word in a form of a "r" word. He felt that it was uncalled for.	06/07/06	Apologized to the customer for the inconvenience this may have caused and assured him that this would be forwarded to appropriate supervisor for a follow up. No follow up necessary. Team Leader met with agent who did not remember call. Discussed the importance of superior customer service. Agent understood.

Complaint Tracking for IL (06/01/2006-05/31/2007). Total Customer Contacts: 125

RECEIVED & IN

JUN 27

FCG MAIL

Nature of Complaint	Date of Resolution	Explanation of Resolution
Customer stated that people could not hear her when she uses IL relay service, that her voice fades in and out on her out going calls.	Resolution is pending and will be completed within the required 180 days	Apologized for the problem and assured that the complaint was as stated. No call back requested. Trouble ticket was created for issue and it is being researched.
CA did not wait for "GA" when given dialing number. Customer wanted to give specific instructions and call was placed without being given instructions.	05/25/07	Team leader spoke to agent about waiting for the caller's Go Ahead.
TTY customer stated operator typed, "recording playing" and did not type out the recording and then hung up.	05/16/07	Supervisor met with agent who stated she consistently follows correct procedures and was able to demonstrate those procedures. Made unsuccessful attempts to contact customer via e-mail to get feedback for a clear understanding of what happened. Closing ticket due to inability to reach customer.
At approximately 9:30 Eastern, voice customer tried to reach deaf cousin. Agent dialed number and voice mail was reached. Agent waited until the voice mail completely played out and went back to the customer to let her know it was voice mail. Customer had agent redial. Same thing happened. Customer did not like this and stated it wasted her time because the agent should have let her know right away it was the voice mail. Customer stated she had previously tried to tell a different supervisor (didn't get name or ID) and the supervisor hung up on her.	05/12/07	Apologized to the customer, told her we appreciated her business and forwarded this to the appropriate center. Wants a follow up call. Agent followed correct procedures by listening to the recording and making sure weren't at the end of the message due to the voice customer stating "my deaf cousin." Made three unsuccessful attempts to inform the agent followed correct procedures; repeatedly received message that subscriber you are trying to reach is not accepting incoming calls due to inability to reach customer.
Customer stated that CA typed out answering machine message and sent several macros when he had customer notes to the effect of "do not use macros other than ring macro" and "do not type msg/recording at anytime unless asked." Customer then stated CA "talked back" saying the call was being processed "according to how he was trained and to the best of his abilities."	05/01/07	Apologized to customer and assured customer that CA would follow correct procedures regarding these concerns. Met with CA and coached on important customer notes.
Captions - dropped characters/garbled text	04/30/07	Customer shared feedback regarding dropped characters in the captions for incidence and thanked customer for the feedback and suggested to document the date, time and CA number for more specific follow up. Also was advised to try a different phone jack or phone cord to ensure connection.
On 4-18-2007 at approx. 9:10 AM, voice customer made a call to a TTY user and during the call, she could not understand what the operator said, so she asked her to repeat. The operator would not repeat the TTY text to the voice customer. The customer also stated that the operator was rude and in a "snotty" tone told the customer she would have to type everything back to the TTY user and could not be involved in the conversation. Customer said other operators have repeated in the past and doesn't know why this one wouldn't.	04/27/07	Supervisor apologized and told the customer this CA would be following protocol for repeating procedures and her rudeness. No follow up.

Disconnect/Reconnect during calls	04/27/07	Sent customer information explaining the difference between a and a traditional phone. Explained to customer why disconnect might occur and sent e-mail with tips to reduce occurrence.
Customer said that Agent hung up on her after she had given the calling to number. The caller would like a follow up call; specifically, she wants agent to apologize personally.	04/18/07	Supervisor met with agent who stated she asked customer if th place another call and got no response. Agent stated she woul up on a customer. Agent demonstrated knowledge of consequ disconnecting a customer. Agent was coached on proper disco and now understands. Made three unsuccessful attempts to fo customer. There was no answering machine to leave a messa attempts. Closing ticket due to inability to reach customer.
TTY customer was upset when the CA sent "One moment please" after she dialed out a number. He said he didn't like the "One moment macro" and he didn't know why she was sending it. He said this practice needs to be changed to include "why" the operator is saying "One moment please."	04/15/07	Explained to customer that operator followed correct procedure and reached a "fast busy" and sent the "One moment please". him the outdial would be delayed while she tried the call again. customer his suggestion to include the "why" with "one momen the customer could be better informed would be documented.
Captions - dropped characters/garbled text	04/13/07	Explained how the CapTel works and how the quality of the ph network affects the quality of the captions. Explained how to c company to have them check the quality of the line.
Customer says she cannot get through to her son's local phone number when using IL relay service. She has had problems with this before. Her caller ID is not sending so as to get through her son's privacy manager.	04/10/07	Apologized for the problem and assured that the complaint wo stated. Call back requested. Trouble Ticket was created. Upda show Comcast as her carrier of choice.
The customer reported that the relay operator hung up on the customer at the onset of the call. The customer reached relay and this operator did not respond to the customer and the customer's questions, and then hung up apparently before the call was out-dialed.	03/30/07	Apologized and explained the information would be reported to center. Customer did not request call back.
The customer reported that the relay operator hung up on the customer at the onset of the call. The customer reached relay and this operator did not respond to the customer's questions, and then apparently hung up apparently before the call was out-dialed. Apologized and explained the info will be reported to the appropriate center.	03/30/07	Apologized and explained the information would be reported to center. Supervisor met with agent who stated she recalled sev came in on wrong line and unable to connect. Supervisor coach importance of submitting a Trouble Ticket if a problem occurs. No follow up requested.
Accuracy of captions	03/28/07	Apologized for incidence and thanked customer for the feedback them that information would be shared with appropriate caption for follow up. Suggested customer document the date, time and more specific follow up.

Dialing Issue - Unable to dial regional 800 number	03/28/07	Technical Support made change allowing customer to reach a number.
Customer states that this operator had terrible voice inflection and sounded like a robot. He also said that the operator did not handle the call well and it made for a very impersonal, unnatural call. Apologized for the problem and assured that a complaint would be sent in as stated so that the problem would not be repeated. No call back requested.	03/27/07	Apologized for the problem and assured that a complaint would be sent so that the problem would not be repeated. No call back requested. Discussed with operator.
Agent didn't follow instructions (not to type Ans Mach) and hung up on caller when the caller was talking to him to clarify instructions. Caller wants apology from agent..	03/26/07	CA was terminated before supervisor could meet with the CA. customer and left message.
Wife is TTY user. Voice users call in on voice 800 number, wife picks up and says I am a TTY user, then puts phone on cradle for TTY, then the call does not go thru. Caller said TTY is near the stove and this may be part of the problem, also says problem is not consistent, but did happen 3 times this evening. Caller acknowledged problem could be from many factors. Caller wants follow up call.	03/26/07	Created Trouble Ticket; customer stated that they figured out the number their hearing friends were calling and that was why connecting with his wife. All is set. He thanked me for following
Customer was talking with his/her aunt when all of a sudden there was no response. The operator never informed the caller if the party hung up or what happened. Customer feels as if the operator just hung up on and disconnected	03/24/07	Told the customer the issue would be forwarded to the agent's out what happened and why the agent didn't keep the customer's Customer did not request a follow up call.
/CO customer was very upset that CA did not follow her instructions. She asked him to indicate if an answering machine came on; he was to give her the "go ahead" and she would leave a message the first time as this was a good friend of hers who was very ill and she didn't want to bother her. After the CA gave her the "go ahead," her friend picked up and answered the phone while she was leaving the message. She felt the CA did not properly inform her her friend was on the line and from that point could not process the call at all. She was not receiving any text on her screen while her friend was talking, which the CA should have typed.	03/21/07	Met with CA, who said that after the answering machine played was leaving the message, the voice person picked up the phone listening to the VCO's questions. Reminded CA that they can use words in parentheses about the progress of the call (action) and the rest of the call (the voice person's message), even if the answering the VCO's questions, would still be typed to the call.
Dialing Issue - Unable to dial regional 800 number	03/21/07	Technical Support made adjustment so CapTel user could successfully captioned call to regional 800 number.

Captions lag too far behind voice	03/16/07	Apologized for incidence and thanked customer for the feedback. They were informed that information would be shared with appropriate captioning services for follow up. Suggested customer document the date, time and agent for more specific follow up.
Agent would not dial number given.	03/09/07	Thanked caller, and reassured the CA would be followed up with agent, who did not recall the call. Coached on proper procedure.
Service - General	03/05/07	Technical problem identified. Resolution provided by network.
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Service - General	03/05/07	Technical problem identified. Resolution provided by network.
VCO customer said the operator did not follow her instructions. She told the operator if she reached an answering machine, not to type out the recording - she just wanted to leave a message. She said the operator typed (ans machine reached), released the line and then told her she would redial so that she could leave a message. Customer said this isn't what she wanted and the operator was wasting her time.	03/03/07	Apologized. CA thought she was following instructions; explained instructions from a VCO the intent is to leave a message the operator dialed out. Coached on correct procedure.
L VCO customer was very upset and said, " This agent was disgusting and did not know what she was doing. I am furious and she needs more training. She said the phone was ringing..1...2..3.. and then typed (F) HELLO GA and then continued to ring...4...5...6..7.. I said hello to my sister and never got a response back. I asked if the operator was still there and got no response. I had to call back to a different agent and when I finally spoke to my sister she said that the agent did announce the call was from her sister but then my sister heard a click and nothing. I am furious!"	03/02/07	Apologized to the customer and assured her that I would pass the information onto the appropriate center. This agent was still in training and completed additional training and successfully completed the training record.
Operator was unable to process the call effectively.	02/28/07	Apologized to customer. As of 10/6/06, agent is no longer employed by the company.
Accuracy of captions	02/21/07	Apologized for incidence and thanked customer for the feedback. They were informed that information would be shared with appropriate captioning services for follow up. Suggested customer document the date, time and agent for more specific follow up.

IL VCO customer called to complain that she tried to call the IL VCO number and 711 but both lines were busy. "Thank God it wasn't an emergency," she said. "And don't try to blame it on the weather."	02/16/07	Called the VCO line and got through within five seconds. Spoke to the customer and she said there had been no complaints about IL Relay being busy. Follow-up requested. Spoke with customer and suggested they try TTY when experiencing garbling or do not connect with relay. Follow-up requested for following up with her.
Disconnect/Reconnect during calls	02/09/07	Explained to customer the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and gave tips to reduce occurrence.
Customer gave phone number and agent did not respond and hung up	02/06/07	CA has been terminated due to other circumstances.
Customer gave phone number and agent did not respond and hung up	02/06/07	Team leader met with this agent and coached on disconnecting and remembering call.
TTY customer states they gave number to call but CA didn't say, "please hold," and left screen blank. Customer didn't know if relay was still there.	01/26/07	Team leader met with this agent. The agent believes that it took a while for the phone to start ringing and that's why there was nothing going on on the user's screen. Sometimes it takes much longer for the call to start than others and it is felt that this was the case. Non-agent error.
Agent was rude and didn't read numbers and letters back when asked. Outbound voice filed complaint.	01/26/07	Thanked customer for feedback and team leader coached agent on proper procedure.
VCO calling to TTY user. TTY user could not get properly connected to receive VCO. Tried typing hello 4 times but no response. Thanked customer for feedback. Forwarded to correct center for followup.	01/26/07	Spoke to the CA who was able to correctly demonstrate the sequence for a TTY call. The CA did not remember any details regarding this call.
Disconnect/Reconnect during calls	01/22/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
TTY customer states that they gave number to dial but the CA didn't tell me to "please hold," and just left screen blank. Didn't know if relay was still there.	01/22/07	On 1/22/07, a supervisor witnessed similar activity on this agent's part during the agent's termination that day. This agent had a history of similar service complaints.
Agent refused to provide the customer with their agent ID # and customer was concerned that agent kept typing what they were saying. Apologized, customer has been contacted and advised that agent is to type what is heard. No further follow-up requested.	01/19/07	Team Leader met with this agent and coached the agent on the importance of always giving the agent ID if requested.

Service - General	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07. Increased queue times. The problem was completely resolved by CapTel Technical Support.
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Customer dialed into relay and gave phone number. Received no response from agent and was disconnected. Apologized for situation.	01/08/07	Agent was spoken to by Team Leader about improper disconnect. Agent remembered call and did not disconnect on purpose. No response so went through the disconnect procedure.
Disconnect/Reconnect during calls	01/05/07	Sent customer information explaining the difference between a traditional phone. Explained to customer why disconnection/reconnection occur and sent e-mail with tips to reduce occurrence. Suggested the CapTel on another jack in the home.
IL VCO user complains there is no way to interrupt lengthy sales pitch voice callers and suggests relay establish a procedure to enable this. Apologized, suggested she may want to check with the equipment manufacturer if her machine can do this. Explained garbling may occur. Customer agreed to contact from account manager if they wish.	01/04/07	Sent an e-mail to customer letting her know about the interruption and encouraged her to contact ITAC to try out the CapTel phone. Told her to interrupt the hearing party at anytime.
L TTY user's number is not transmitting through to his sons caller ID. Customer said his number is transmitting when the call goes through a different relay center. Customer Service apologized to the customer. Created trouble ticket. Customer does not need follow up.	01/03/07	Made test calls and found that the CID was not always transmitted to the servers so that the customer's number will be sent on all calls.
Caller cannot make LD calls outside of Illinois. Apologized for problem and opened trouble ticket. Follow-up required for problem resolution.	01/02/07	Left a message on her answering machine on 4/13 at 11:10 AM and 4/23 at 4:10 PM. Customer has not called back. Case closed.
Customer cannot access her frequently dialed list. Has talked to customer service and they can see her frequent dialed list, but relay cannot. She asked to have it investigated asap and then asked to be transferred back to customer service for additional help.	01/01/07	Transferred to customer service for additional help. Non-agent error.
Customer was upset at CA for not following notes. Customer was informed that it was not the CA's fault because there are no notes posted to the customer account. The caller decided to call another center to check to see if they could see his notes. If not he will call customer service for help.	01/01/07	Non-agent error.

Caller stated they had problems connecting with relay for about a week and was wondering if it was because of heavy holiday traffic.	01/01/07	Team Leader informed caller that if s/he hadn't been able to connect perhaps it's an equipment problem. Referred to customer service.
Agent never put call through and hung up on caller. Would like to know why agent hung on her. Customer would like a follow up call at 773-221-2584.	01/01/07	Agent was spoken to by Team Leader on disconnect procedure. Agent doesn't remember the call but was having problems with calls coming in and disconnecting right away. Team Leader called customer and explained possibility of technical issues.
Voice customer reported agent was rude ;number dialed rang 10 times and agent told customer there was no answer. Customer requested agent let number continue to ring. Agent said "whatever, yeah" and had an attitude when number continued to ring. Customer could not hear it ring as usual, and agent came back on line and advised there was no answer. A supervisor was requested who was not helpful and customer did not believe the supervisor would take any steps to resolve issue.	09/25/06	Apologized and advised complaint would be forwarded to manager for follow up requested. Supervisor stated voice customer was up and could hear the phone ringing after the agent told her "phone is still ringing." asked for a supervisor. Supervisor told customer once the agent came over she wouldn't be able to hear the phone ringing and agent explained procedures by stating "phone is still ringing," and supervisor then redial. Customer asked for another supervisor. Supervisor stated only one on duty at that time, so customer wanted to be transferred to service and supervisor honored that request. Agent followed customer.
Customer received recording "We're sorry your call cannot be completed as dialed, please check the number and try your call again." Customer spoke with CS who provided advice that did not resolve the issue.	09/21/06	Apologized, assured customer a report with details would be taken and alternate follow up resource would be sought out; contact requested with the customer on 1/10, 1/11 and 1/12, person answered and said it was company and that it was a wrong number.
VCO customer unable to dial a specific number.	09/25/06	Apologized. Follow-up requested. Called the customer today and she did not have any complaints and that all was working fine. Agent asked for calling to follow up on this.
Caller said agent had bad attitude. Would not process information.	09/29/06	Agent said the caller was very hard to understand and she didn't do anything wrong. Apologized to the customer
Disconnect/Reconnect during calls	10/02/06	Sent customer information explaining the difference between a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
Dialing Issue - Unable to dial regional 800 number	10/10/06	Technical Support made adjustment so CapTel user could successfully captioned call to regional 800 number.
Disconnect/Reconnect during calls	10/11/06	Sent customer information explaining the difference between a traditional phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
Customer complained that CA hung up on customer when customer asked CA to hold on. The call took place at approximately 10:55 Eastern on Thursday evening.	10/14/06	Agent ID not assigned to anybody.

Customer placed a call to a major bank's TTY number. Instructed operator not to press any buttons and go directly to TTY tones. The operator pressed buttons for English then when customer spoke with a supervisor, an ID number was not given. Apologized for the situation and kept redirecting the customer to finish explaining the complaints. While on voice, an IP relay operator was brought on the line as well as requesting to switch to TTY, VCO and HCO. When attempting to get the second complaint on the supervisor, the customer hung up when requested to contact customer service directly without an relay operator.	10/20/06	Follow up Requested. Coached CA to always follow customer. Followed up with the customer and mentioned that the CA has been coached and coached. Also addressed the issue of switching agents per request and explained to the customer, per company's policy, to switch agents.
Echo Sounds - CapTel user hears	10/16/06	Advised customer to make use of Volume and Tone settings to improve quality on CapTel phone. Also advised customer how to properly use the phone for echo reduction and of possibility of using an assistive listening device in conjunction with CapTel phone.
Accuracy of captions	10/19/06	Customer shared feedback regarding a specific captioned call. Thanked customer for the feedback and noted a technical difficulty on system was identified and corrected. Apologized for incidence.
Captions - dropped characters/garbled text	10/24/06	Advised customer to contact telephone company to check and improve phone line quality or to try a different phone jack.
Disconnect/Reconnect during calls	10/25/06	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnections might occur and sent a letter with tips to reduce occurrence.
Dialing Issue - Unable to dial regional 800 number	10/27/06	Technical Support made adjustment so CapTel user could successfully dial captioned call to regional 800 number.
Dialing Issue - Unable to dial regional 800 number	10/30/06	Technical Support made adjustment so CapTel user could successfully dial captioned call to regional 800 number.
MI Caller using IL Relay complained agent did not relay correctly which was confusing and upsetting.	12/22/06	Apologized, and said supervisor would be notified; customer was satisfied with CA, and coached the CA on appropriate procedures. Call was received no answer.
MI TTY user called in to complain that the CA did not give complete message to caller. The party kept saying repeat repeat about three times. Customer believes the CA was not giving their party all of the message.	10/30/06	Apologized to the customer, and explained that the CA reads and types what is typed. Customer would like follow up from the supervisor. Agent reviewed TTY caller's statements and gave assurance that complete message was being relayed utilizing conversational English. The clarification requests from the customer were directed to the TTY and were related to the purpose of the call. The supervisor reviewing the report is confident the agent relayed the complete message. Contacted and assured customer the agent had followed up by relaying the complete message in a conversational style. Customer was convinced that she had received good service and felt she ended the call because of the agent and not the questions from the outbound caller.

<p>Caller claimed operator was rude and wants operator off her system. Caller stated she called relay put a call through to ATT caller needed info on DSL. Words relayed to caller from ATT rep were, "DSL is not available in your area." When caller asked for more information, she kept getting same statement and stated operator was not doing her job, repeating repeating "DSL is not available in your area." Caller was upset.</p>	11/04/06	<p>Caller was upset after clarification of events. Explained that cable or cable company will supply info on dsl DSL it is in her area. Caller to deal with this operator anymore nor a return call on this matter.</p> <p>Supervisor met with agent who stated she was typing exactly what representative was saying. No agent error. No follow up requested.</p>
<p>LD voice customer called to complain that agent did not follow instructions when placing a call at 8:01 PM today and that caller had to place the call three times to get the call through. Apologized for the inconvenience. Customer did not request follow up.</p>	11/07/06	<p>Agent was coached by Team Leader about following customer instructions. If any questions, to ask for help.</p>
<p>Customer complained that CA did not follow instructions to hold for a live person when she specifically requested "billing department."</p>	11/07/06	<p>Thanked the caller for letting us know and told her the report was filed with the supervisor. No follow up requested.</p>
<p>LD voice caller calling on behalf of TTY user from business who is unable to dial LD with carrier of choice that has been entered in CDB. Customer was assured by supervisor and RCS that problem resolved but problems are happening again.</p>	01/02/07	<p>Apologized for problem; all information is correct in database. Filed Ticket; customer wants follow up ASAP. Explained to customer one-time honest mistake on the part of the agent. Made 10 test calls other and had no problems. Customer was satisfied with this explanation.</p>
<p>LD TTY customer stated the operators said they could not dial Earthlink. There were several operators that this customer complained about. Customer said /he gave the operator a number like 1 800 earthlink and the operator said the number had to be all numbers or was too long. Customer said the operator needs to be educated on how to change this phone number into numbers, and if the letters are more than 10, the operator should know how to put that in to the computer.</p>	11/17/06	<p>Customer Service apologized to the customer, who wants the agent on how to do these types of phone calls. Supervisor met with agent the agent on how to properly change 1 800 earthlink into a regular number. Agent understood. No follow up requested.</p>
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IL VCO customer called to say agent did not follow her database notes which said "Do not type ans mach msg; caller will leave message at GA." The agent typed all of the recording, then typed "Ans Mach Hung Up." The customer asked if he had read her database notes, and he disconnected.	11/20/06	Apologized for inconvenience. No follow-up requested. Supervisor agent and coached the agent on the importance of following a database before processing the call. Agent understood.
Voice customer was very upset with operator. She had requested the calling customer's name again from the operator and the operator rudely said, "we don't get involved in customer conversations." She asked for a relay supervisor and waited over two minutes with no response so she called back in to relay.	11/27/06	Apologized and told her would follow up immediately with the Customer requested a call back. CA was coached. Reviewed protocol to make sure operator was fully aware that he is able information during relay. Coached CA on friendly helpful tone customers. Called customer back to let her know follow up had
Disconnect/Reconnect during calls	12/04/06	Sent customer information explaining the difference between and a traditional phone. Explained to customer why disconnection might occur and sent e-mail with tips to reduce occurrence.
IL S2S customer cannot get through to IL S2S number, 877-526-6690. He attempted his call at 3:30 PM CST and reached a voice relay operator. The voice operator transferred him to customer service. Customer service placed two test calls from the desk phone to the S2S number and reached silence at first then a fast busy signal.	12/05/06	Apologized to the caller and told him the test calls were made holding, and that a Trouble Ticket would be sent to tech. Thank us know. No follow up requested. Got a S2S agent every time 526-6690) was called. If they are full at S2S then the calls might regular voice line.
Caller reported that her call to check food stamp balance was typed incorrectly. Food stamp balance was typed, "130.45". She redialed using a different relay operator and the amount given was typed, "140.45", so she had the operator redial to verify the amount and it was \$140.45. The tapes of the relay calls were faxed to Customer Service dept. and verified.	01/15/07	Thanked the caller for letting us know and told her the report was the call center supervisor. No follow up requested. Team Lead be sure to type verbatim
Customer called in through Illinois Relay to make a complaint about using Sprint. P. Caller stated that s/he had placed a call through Internet, agent had placed the call and the phone rang, then appeared to reach a dial tone. Caller stated it appeared the CA hung up the call. Caller asked CA to redial, then all text on screen was erased and the caller was disconnected.	12/13/06	Apologized to customer for inconvenience and stated the complaint forwarded on to supervisor. Supervisor met with agent who had anything like this happening. Agent stated she usually make no unusual calls. Agent demonstrated knowledge of correct procedure when there are problems with calls. No follow up requested.
IL TTY customers notes not showing to the SD relay operators.	12/26/06	Customer service apologized to the customer and turned in Ticket. Customer did not need follow up. Rebooted it and now customers showing to agents.
VCO customer stated that her frequently dialed numbers have not been showing for the last couple of days.	12/26/06	Apologized, Trouble Ticket entered. No follow-up requested. No

Voice customer was very upset. He believed that the CA lied about her operator number. By the end of the conversation the supervisor had with him, he was stating operator ID number. Customer said the operator was a completely ignorant African American female. He has been a relay customer for 10-15 years and has never been treated this way. He also stated that agent was rude, couldn't type right, and seemed to not want to be at work that night. Customer wants follow up.	12/28/06	Supervisor met with agent who stated this definitely wasn't her. NEVER rude to any customers. Tried to call customer and ensure of the agent number, further investigation was impossible. answered the phone, put the phone down and called out the number for (which was on the complaint) then came back to the phone and said "you have the wrong number." Asked again there if that customer and she said NO.
While customer was speaking to her brother via relay, customer asked operator to repeat because she did not hear what the operator said and the operator would not repeat. Operator said, "You have to talk to your caller," and redirected her.	12/28/06	This agent ID number is unassigned. While individual operator coaching is not possible, the center will watch for and attend to any concerns similar to that described.
Asked CA to dial 800 number. First time, CA misdialled the number then the customer had her redial 5 times and said CA kept pressing buttons. CA then said, "This is CA XXXXF if no response, CA will disconnect." The whole time customer was saying, "Hello, hello." CA would not respond except for the phrase for disconnecting and hanging up on the customer. Customer was very upset and wants a follow up ASAP.	09/30/06	Apologized to the customer for any inconvenience this may have caused. Informed the customer that this CA will be met with and coached by supervisor. CA explained that when this call came in, the customer used VCO, TTY, and Voice all use this line. The "voice" person using not calling out to anyone who was deaf or hard of hearing. When explained that she could not place their call this person responded "just too lazy to use the VCO phone" and to "just place the call" out as requested but had difficulty hearing the inbound and feedback problem with the line. She did try several times to get back to the customer could not hear him. She was very frustrated herself as there was no response from the inbound customer.
Caller reported that CA did not follow instructions to get a live person on the line. CA typed that the recording would not allow a live person until the telephone number was entered.	09/11/06	Apologized for the inconvenience and told the caller the report was given to the call center supervisor. No follow up requested. Team Leader who informed the caller that phone number was needed to complete the call would not give information to agent to complete the call. Review procedures with the agent.
L S2S customer stated they had difficulties hearing the outbound caller's voice when they place calls through S2S relay. Customer called Sorenson VRS then requested VRS to make a three-way call to S2S without announcing that VRS was on the line. Customer then requested S2S to call outbound person on this particular call. Customer stated, however, that the volume issue has occurred when calling directly to S2S without VRS in the past.	09/11/06	Apologized for problem and entered trouble ticket. Follow up necessary. Made test calls and watched the calls handled at all stations and no problems with volume occurred at any of the stations.
Agent did not follow customer notes re: recordings and macros. Caller felt agent was rude. Caller will fax call info to IRC headquarters to file a complaint. Did not request feedback from Sioux Falls center.	09/08/06	Agent was coached by Team Leader on the proper procedure for following customer instructions and reading customer notes.
L TTY customer's database not appearing when calls are processed via OH, MN and SC Relay centers; customer spoke with supervisor at OH center who confirmed database not available to agent customer dialing to IL Relay.	09/07/06	Apologized and created Trouble Ticket. Customer requested supervisor. Customer stated that the agents in a few of the centers did not know how to type the message from answering machines. He has this in mind and is working well. He was satisfied.

Transferred in from IL relay service and could not read what the problem was because of the garbled message. RCS response: Apologized for the problem and assured that a trouble ticket would be sent in on the issue. Trouble Ticket was created. Customer would like call back when the problem is fixed.	09/07/06	Spoke with the customer who said it was working fine. She asked the best way to prevent hearing people from hanging up on her with them. Gave her some tips. Customer was satisfied.
A 911 operator contacted Customer Service stating that they received a TTY 911 relay call and the call went to the non-emergency number instead of the emergency number.	09/03/06	Apologized for the problem and turned in a trouble ticket. Follow up further information is necessary. Customer from 911 center stated that in an emergency, it should go to 217-532-6771 (ER 911 nbr), not the emergency number.
IL TTY customer stated agent did not follow their instructions and leave a message on an answering machine. RCS apologized for the problem. No follow up requested.	08/29/06	Apologized for the problem. No follow up requested. Supervisor who did not remember this call, but was coached on the impact on the customer informed. Agent understood.
Echo Sounds - CapTel user hears	08/28/06	Discussed tips on how to reduce the occurrence of echo with customer.
WCO customer reported problem with Caller ID not transmitting thru specific call centers on local calls.	08/24/06	Apologized and created Trouble Ticket; no follow up requested. Checked this station and it was passing Caller ID correctly, the problem that occurred was not at the position level. Placed several test position and each call passed CID correctly.
IL TTY customer called to complain that his caller ID is showing as "blocked" when he calls other numbers, which stops his calls from going through.	08/20/06	Apologized for inconvenience. A trouble ticket was created. Follow up requested. Customer stated that he worked with a technician who said that an agent had put a block on his Caller ID. It was removed and now. Customer was satisfied.
Disconnect/Reconnect during calls	08/15/06	Sent customer information explaining the difference between a VoIP and a traditional phone. Explained to customer why disconnection might occur.
Accuracy of captions	08/14/06	Call Center management addressed concern expressed with customer with management team. Customer asked to report CA number to agent for follow up with specific CA.
Accuracy of captions	08/02/06	Apologized for incidence and thanked customer for the feedback. Let them know that information would be shared with appropriate captioning for follow up.
Captions Lag too far behind voice	08/02/06	Apologized for incidence and thanked customer for the feedback. Let them know that information would be shared with appropriate captioning for follow up.

Captions lag too far behind voice	08/02/06	Explained to customer how CapTel service generates captioned document and report problematic captioning back to our Call Control.
At about 3:36 AM, voice customer called into relay to dial 800 TTY number. According to the customer, the CA heard the recording and announced that there was not a TTY at that number and then hung up.	07/28/06	Follow-up requested by phone and also an apology letter mailed. Team Leader met with agent and reviewed proper call procedures with customer. Team Leader contacted customer and got the customer's father. Explained and apologized for the complaint. Customer's father was not necessary.
TTY customer stated agent did not follow instructions. A call was placed to his mom and the agent gave the mom control of the call and did not follow customer's instructions.	07/26/06	Supervisor apologized for the inconvenience and assured this was forwarded to appropriate supervisor. No follow up requested. Team Leader met with agent to review proper call processing procedures. She is to try to follow customer instructions whenever possible.
Disconnect/Reconnect during calls	07/17/06	Apologized for incidence and sent customer information explaining difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and steps to reduce occurrence.
TTY user complains agent did not give accurate information during her call.	07/13/06	Apologized, and said supervisor would follow up with agent; customer contact. This agent ID number is currently unassigned. Attempted to contact with customer three times unsuccessfully, so ticket is closed.
TTY customer complained that agent transferred her to Customer Service without asking to be transferred.	07/08/06	Apologized to the customer. No follow-up requested. Agent was reminded of importance of not making decisions on any calls. Agent understood.
At 6 AM the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer. Apologized to the customer. No follow-up requested.	07/03/06	Apologized to the customer. No follow-up requested. Spoke with supervisor. The call was placed and then instantly the red banner appeared. The line seems to be frozen for a couple seconds. Agent then attempted to transfer to supervisor but then the line got disconnected. Supervisor On Duty recorded such event.
At 6 AM, the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer.	07/03/06	Apologized to the customer. No follow-up requested. This was a missed call. Agent took the call when the customer asked for a supervisor. The call log indicates the time as 6:03 AM. Upon asking the customer when the problem occurred, the customer stated that it occurred at exactly 6 AM. Agent transferred to three agent IDs (this agent being one of the three). Followed up with customer and stated that she was on a different call at the time.
At 6 AM, the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer.	07/03/06	Apologized to the customer. No follow-up requested. Agent stated that on several calls where TTY/ASCII was not detected and went through twice with no response.

Dialing Issue - Unable to dial regional 800 number	06/29/06	Provided CapTel technical support with equivalent toll number system to allow customer to successfully dial regional toll free
TTY claimed agent hung up on caller due to difficulties getting through to the number the caller had provided.	06/25/06	Spoke to operator and reminded her of the penalties of disconnecting. She is an extremely good operator. She stated that she has never hung up on any customer.
CA mistyped caller's message, did not correct mistake. When asked by TTY what caller had said, CA then asked for clarification of message but still did not correct mistake. Then caller questioned CA about what was relayed and the CA hung up on the caller.	06/24/06	Apologized to the customer and reassured the complaint would be resolved. Follow-up requested. Agent was coached by Team Leader on proper procedure. Also coached on ramifications of disconnecting a customer. CA remembered call but apologized for hanging up if he did.
Disconnect/Reconnect during calls	06/22/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
Disconnect/Reconnect during calls	06/21/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
Agent was unprofessional, not paying attention to what outbound was saying, typing slowly, and sounded tired.	06/20/06	There is no agent with that ID.
At 8:36 AM, customer stated that agent did not keep him/her informed of the gender of the outbound caller and requested a review of his call on the screen.	06/12/06	Explained to the customer that the agent was correct in following procedure when the outbound line got disconnected while the agent was announcing relay, thus the agent was unable to type the voice gender. So the agent was unable to identify the gender of the voice person. The agent attempted to redirect the caller to place a call. No follow up needed.
Customer stated that he placed a call into Relay III at approximately 12:10 PM and got an agent. The calling to number was provided and the agent did not listen (the customer did not elaborate upon request). He then provided the same number and in return he received a text word in a form of a "f" word. He felt that he was uncalled for.	06/07/06	Apologized to the customer for the inconvenience this may have caused. Assured him that this would be forwarded to appropriate supervisor for follow up. No follow up necessary. Team Leader met with agent who called. Discussed the importance of superior customer service. Agent was counseled.

DOCKET NO. 03-123

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